

CLAIMS:

1. A support system for trouble handling comprising:

5 a diagnostic path storage unit to store a list of event data of troubles capable of occurring in an equipment, a list of data of diagnostic material for determining causes of the events, and a list of handling procedure data corresponding to the causes, and further store interrelations among these data;

10 a diagnostic material presentation unit to receive event data input thereto, and to extract, from the diagnostic path storage unit, data of diagnostic material relating to the event data input thereto, and further to output the extracted data of diagnostic material; and

15 a handling procedure presentation unit to receive some of the data of diagnostic material output by the diagnostic material presentation unit and selectively input thereto, and to extract, from the diagnostic path storage unit, handling procedure data relating to such cause as determined by the data of diagnostic material selectively input thereto, and further to output the extracted handling procedure data,

20 wherein the data of diagnostic material for respective event data are stored in the diagnostic path storage unit according to closeness-of-fit, and

wherein the diagnostic material presentation unit outputs the extracted data of diagnostic material in order according to the closeness-of-fit.

25 2. The support system for trouble handling according to claim 1, which further comprises:

30 an actual result storage unit in which event data of troubles, data of diagnostic material having been selected in determining causes of the troubles, and handling procedure data of procedures having been performed to handle the troubles are stored as actual cases of troubles; and

35 a closeness-of-fit decision unit to perform a process of deciding closeness-of-fit of data of diagnostic material to each one of the event data according to number of times or frequency at which each one of the data of diagnostic material has been selected among the cases of troubles stored in the actual result storage unit.

3. The support system for trouble handling according to

claim 2, wherein the closeness-of-fit decision unit performs the process of deciding closeness-of-fit at predetermined time intervals.

4. The support system for trouble handling according to claim 2, wherein the closeness-of-fit decision unit performs the process of deciding closeness-of-fit every time a predetermined number of cases of troubles are added to the actual result storage unit.

5. The support system for trouble handling according to claim 1, wherein the diagnostic path storage unit further stores therein data to decide degrees of priority of the handling procedure data for the respective ones of the causes, and

wherein according to the degrees of priority, the handling procedure presentation unit presents the handling procedure data extracted from the diagnostic path storage unit.

6. The support system for trouble handling according to claim 5, wherein the diagnostic path storage unit stores, as the data to decide the degrees of priority, time required for each handling procedure.

7. The support system for trouble handling according to claim 5, wherein the diagnostic path storage unit stores, as the data to decide the degrees of priority, cost required to perform each handling procedure.

8. The support system for trouble handling according to claim 5, wherein the diagnostic path storage unit stores, as the data to decide the degrees of priority, average time from after each handling procedure has been performed until the same event occurs due to the same cause in the same equipment.

9. The support system for trouble handling according to claim 5, which allows a user to input selection to select which of the data to decide the degrees of priority, using, as the data to decide the degrees of priority, at least two of: (1) time required for each handling procedure; (2) cost required to perform each handling procedure; and (3) time from after each handling procedure has been performed until the same event occurs due to the same cause in the same equipment.

10. The support system for trouble handling according to claim 1, wherein the handling procedure data contains action content

to describe individual actions.

11. The support system for trouble handling according to claim 1, which further comprises:

5 an input unit to selectively or optionally input a combination of the event data, the data of diagnostic material and the handling procedure data; and

10 a new path registration unit to interrelate and store, in the diagnostic path storage unit, the event data, the data of diagnostic material and the handling procedure data that are input by the input unit.

12. A terminal to be connected to the support system for trouble handling according to any one of claims 1 to 11, the terminal comprising:

15 an event input unit to input event data of troubles occurring in an equipment;

a diagnostic material input unit to receive data of diagnostic material output by the diagnostic material presentation unit and to selectively input some of data of diagnostic material as selected from the received data of diagnostic material; and

20 a handling procedure display unit to receive handling procedure data output by the handling procedure presentation unit and to display the received handling procedure data.